

# JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

☒ Permanent Full-time      ☐ Permanent Intermittent      ☐ Limited-term (Temporary) Length \_\_\_\_      ☐ Formal Training and Development Assignment

Position Title: Sr. Systems Specialist – Systems Management

Classification: Staff/Senior Information Systems Analyst (Specialist)

Location 11120 International Dr. Rancho Cordova, CA

Section/Unit: CCSAS Project/Systems Management Section

Salary Range: \$5065-6466/\$5571-7109

Number of Vacancies: 1

## Job Description: (includes typical duties)

Under the general supervision of the Supervising Technical Architect, the Information Systems Analyst (ISA) works as a Sr. Systems Specialist to lead system efforts. The Sr. Systems Specialist coordinates a team of CCSAS staff in the design, implementation, configuration, and maintenance of complex telecommunications and computing systems. In addition, the Sr. Systems Specialist supports the operation, monitoring and tuning of CCSAS computing and telecommunication systems to achieve an optimum level of performance. The Sr. Systems Specialist serves as the primary liaison to the program area, providing technical solutions for business problems. The Sr. Systems Specialist facilitates the release planning and change management of the system in coordination with project implementation activities and rollout. The ISA may be assigned as a technical specialist to participate in teams requiring knowledge of their discipline.

## Required Knowledge, Skills, Abilities:

- Experience implementing and supporting computing and/or telecommunication systems in a computing environment
- Experience planning and coordinating computing and/or telephony system rollouts
- Experience planning and implementing the installation and configuration of COTS software
- Lead and coordinate systems analysis and problem resolution activities, change management and release planning activities.
- Lead and coordinate system testing and upgrade support activities
- Excellent leadership, analysis, and problem solving skills
- Strong interpersonal and communication skills, and ability to work successfully in a team environment while demonstrating initiative and independence
- Strong organizational skills and ability to successfully manage concurrent assignments
- Ability to research, analyze, draw conclusions and prepare technical recommendation papers for management that address technical solutions

## Desirable Experience/Qualifications:

- A broad knowledge of technical disciplines required to support a mission-critical system
- Experience performing critical analysis on technical documents
- Knowledge of Telecommunications and IVR systems hardware, software, and implementation

Mail or hand deliver your application by: July 28, 2008 or until filled

Contact Person: Chris Bradley, CCSAS Project MS M-1

Telephone Number: 916-290-8976

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550 Attn: Exams Chris Bradley MS M-1

Special Instruction: **FTB Employees Hand Deliver or Route To Chris Bradley at MS M-1**

Please submit a State application form 678 and a statement of qualifications or resume that demonstrates meeting the required knowledge, skills, and abilities.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

**All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation.** The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

California State Tax Compliance: As required by the departments rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with the California Revenue and Taxation Code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call (800) 852-5711 to resolve them prior to seeking employment with FTB.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.

The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.